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AIR COMBAT COMMAND

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Communications and Information

COLLABORATIVE TOOLS

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This publication implements Air Force Policy Directive (AFPD) 33-3, *Information Management.* It establishes policy on configuration, use and sustainment of Collaborative tools within the Non-Secure Internet Protocol Router Network/Secure Internet Protocol Router Network (NIPRNet/SIPRNet) enclaves for all Air Combat Command (ACC) units. Its purpose is to assist ACC Airmen in quickly establishing standard collaboration sites and using these tools to increase effectiveness across all operations. Standardization will allow Airmen to rapidly locate people and decision quality information while supporting the distinct operational requirements of functional communities. Currently, the tools ACC provides Airmen include Microsoft Office SharePoint (SP), Task Management Tool (TMT), Office Communicator (OC) and the Evaluation Management System (EMS). This instruction applies to all active duty ACC activities, units and installations. This publication does not apply to Air National Guard or Air Force Reserve Command units or members. If non-ACC units on ACC installations utilize command resources and services, they are required to follow this publication unless otherwise approved through the Plans and Resources Division (ACC/A6X). Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW the Air Force Records Information Management Systems (AFRIMS) Records Disposition Schedule. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force. Send comments and suggested improvements through command channels using AF Form 847, *Recommendation for Change of Publication*, to HQ ACC/A6X, 180 Benedict Avenue, Langley AFB VA 23665. MAJCOMs, NAFs, Wings, Groups, or units may supplement this instruction in order to provide specific guidance. The parent MAJCOM must approve all supplements prior to publication. Forward supplements to the parent MAJCOM within 30 days of publication. Unless otherwise specified

in this instruction, the ACC Communications Directorate (HQ ACC/A6) is the waiver authority for this instruction. Request for waivers to the basic guidance in this instruction are to be forwarded through applicable channels to NAFs, or equivalent. NAFs will validate and forward the request in message or memo format to HQ ACC/A6X with courtesy copies to the A6XP Plans Branch (HQ ACC/A6XP). Waivers to this volume will remain valid for one year at which point they must be revalidated if the waiver requirement is still applicable.

Chapter 1

COLLABORATIVE TOOLS

1.1. Introduction. This Air Combat Command Instruction (ACCI) provides guidelines for collaborative tools ACC uses to deliver and manage information across an integrated AF enterprise. Collaboration provides an innovative yet systematic enterprise-level approach to using and managing information. All users must have knowledge, at a minimum, of AFI 33-129, *Web Management and Internet Use*, AFI 33-332, *Air Force Privacy Act Program,* and this instruction. Apply the rules outlined in the above mentioned publications when using collaborative tools.

1.2. Purpose. This instruction outlines a standardized environment in which Airmen have timely, accessible, secure, accurate and relevant information necessary to accomplish daily missions within AF and Joint environments. Within this document, the term "Airmen" is used as defined by the Chief of Staff of the Air Force to broadly include all AF military, civilian and supporting personnel under contract by DOD who develop, acquire access, deliver, use, operate, or manage collaborative tools on NIPRNet/SIPRNet (unclassified/classified network).

1.3. Use of this Document. The words SHALL and WILL express a provision that is binding. The words SHOULD and MAY are used when it is necessary to express non-mandatory provisions. WILL may be used to express a mandatory declaration of purpose or when it is necessary to express a future requirement.

1.4. Roles and Responsibilities.

1.4.1. Lead Command. AFSPC is Lead Command for Enterprise Information Services (EIS), however, AFSPC's current infrastructure does not support ACC instance of Collaborative Tools.   AFSPC plans to deliver enterprise-level information services to enhance AF's collaboration and sharing information while reducing overall expenditures.

1.4.2. ACC Director of Communications (ACC/A6): Oversees the ACC EIS program.

1.4.2.1. Manages requirements, modernization, sustainment, consolidation and submission of Program Objective Memorandum (POM) inputs.

1.4.2.2. Provides policy and guidance.

1.4.2.3. Represents ACC at AF EIS conference/policy governance meetings.

1.4.2.4. Maintains awareness of AF initiatives for organizational site best practices and standards.

1.4.3. ACC Communication Support Squadron (ACC CSS) will:

1.4.3.1. Approve new top level site requests.

1.4.3.2. Direct deployment and execution of AF/ACC EIS training curriculum. Maintain course updates as required.

1.4.3.3. Manage the ACC EIS Change Control Board.

1.4.3.4. Continuously monitor and analyze the ACC EIS environment for performance issues and employ enhancements when required.

1.4.3.5. Provide customer support for all ACC EIS Site Owners in the form of training, consulting services on tool usage, day-to-day assistance and troubleshooting.

1.4.3.6. Provide and manage service request tracker for Site Owners.

1.4.3.7. Manage Site Owner permissions.

1.4.3.8. Maintain an organized network of base site owners along with appointment memorandums.

1.4.3.9. Ensure base site owners are trained on the AF/ACC EIS curriculum within 90 days of assignment and grant permissions after training is complete.

1.4.3.10. Provide support for maintaining and administering SP features, including daily monitoring, troubleshooting and performance analysis of the system specifically supporting ACC capabilities.

1.4.3.11. Continuously monitor and analyze the ACC EIS environment for performance issues and employ enhancements when required.

1.4.3.12. Perform regular system checks ensuring AF security and system compliance.

1.4.3.13. Conduct and maintain backups, patches and other system maintenance services as required.

1.4.3.14. Provide ad hoc reports to program office, as needed, for trend analysis.

1.4.3.15. Update and maintain contingency plan, architecture designs and configuration documentation for ACC collaborative environment.

1.4.3.16. Create top site collections using AF site templates.

1.4.3.17. Provide technical assistance for ACC users for all collaborative tools. Users should contact **acc.kosupport@us.af.mil** or DSN 575-7195 for assistance with SharePoint, Task Management Tool, Office Communicator or Evaluation Management System inquiries.

Chapter 2

SHAREPOINT

2.1. Introduction. SharePoint is a Microsoft developed tool deployed by AF and ACC NIPRNet/SIPRNet (unclassified/classified network) and is defined as an electronic collaborative environment. SharePoint technology will allow ACC users to migrate from shared file stores to a robust collaborative environment that also standardizes information sharing. No element of information should exist in more than one place within SharePoint. Instead of duplicating information, there should be links that direct users to one source document. SharePoint contains collaboration, knowledge, document and forms management. SharePoint will be the primary tool for management of calendars, announcements, events, document libraries, document workspaces and workflows. The SharePoint environment is not to be used as a records repository as defined in AFMAN 33-363, *Management of Records*. The SharePoint environment maintains dynamic content (working files) ONLY. ACC users will use these capabilities to minimize duplication of information.

2.2. Rules and Standards.

2.2.1. All sites shall follow the ACC provided site templates. The look and feel includes standard colors, fonts and backgrounds. Graphics will only be used for navigation and shall be minimal in size (i.e., thumbnail or icon size). The approved unit emblem will be located in the space provided by the templates and not presented in other locations. All organization sites shall be uniform in appearance. Customization on the site must remain very minimal and requires ACC CSS approval to avoid any issues for migration to future software versions.

2.2.2. Personally Identifiable Information (PII) is defined as any information that permits the identity of an individual to be directly or indirectly inferred, including any information that is linked or linkable to that individual, regardless of whether the individual is a U.S. citizen, lawful permanent resident, visitor to the U.S. or employee or contractor to the Department of Defense.

2.2.2.1. PII data must not be stored on SharePoint unless its required for daily business or mission requirement and is only accessible to the individuals who need the information to perform AF business (IAW AFI 33-332). Individuals who post PII information to Sharepoint must include FOUO to the folder title (i.e., FOUO - Recall Roster) and documents that contain personal information protected under the Privacy Act such as recall rosters, personnel rosters, lists or spreadsheets shall be marked "FOR OFFICIAL USE ONLY" (IAW DoDM 5200.01, Volume 4, *DoD Information Security Program* and the following statement included on the document: "The information herein is For Official Use Only (FOUO) which must be protected under the Freedom of Information Act of 1966 and Privacy Act of 1974, as amended." Once the PII data is no longer needed the individual who posted the information must ensure the PII data is removed.

2.2.2.2. The most common examples of PII are listed below:

2.2.2.2.1. Complete (9-digit) social security number (SSN).

2.2.2.2.2. Alien registration number (A-number).

2.2.2.2.3. Driver's license or state identification number.

2.2.2.2.4. Passport number.

2.2.2.2.5. Biometric identifiers (e.g., fingerprint, iris scan, voice print).

2.2.2.2.6. Credit card account number.

2.2.2.2.7. Home address.

2.2.2.2.8. Home or cell phone.

2.2.2.2.9. Education.

2.2.2.2.10. Full date of birth.

Note: for a more complete list refer to AFI 33-332.

2.2.2.3. Site Owners will provide user assistance in locking down PII content by creating separate permission groups specifically for PII, however, ultimately the user is responsible to ensure PII is secured.

2.2.3. SIPR SP users must ensure all organizational site content and documents are properly classified and safeguarded IAW AFI 31-401, *Information Security Program Management*.

2.2.4. All sites must display Site Owner, Primary and Alternate, and contact information. Specific business rules for Site Owners and end users within the command are located at **https://acc.eim.acc.af.mil/org/ACC/staff/a6/KO/ACC%20EIS%20Governance/Forms/AllItems.aspx**.

2.2.5. Organization and Team Top Level Sites: ACC CSS is responsible for creating Top Level Organization or Team Sites. Each Directorate or Organization must appoint Top Level Site Owners, primary and at least one alternate, and submit appointment letters (Attachment 2) to **acc.kosupport@us.af.mil.** Top Level Site Owners are responsible for creating Organization Subsites.

2.2.6. Announcements and calendars should be restricted to official business and should be captured at the highest applicable level to prevent repetition.   Announcements will be set by default to expire after a specified period of time.

2.2.7. Due to space restrictions ONLY appropriate Air Force or business-related photos will be utilized within the SharePoint environment.

2.2.8. No collaborative work will be created, stored or drafted on a My Site. My Sites are not appropriate for unofficial personal information, i.e., personal photos, videos, audio or graphics files, etc.

2.3. Types of Training. HQ ACC point of contact for Site Owner training is ACC CSS. Training is mandatory for all appointed Site Owners and should be taken at AF E-Learning via the AF Portal. All end users should accomplish training via the AF Portal and/or ACC Productivity Hub at **https://acc.eim.acc.af.mil/apps/TrainingHub/Pages/Default.aspx**.

Chapter 3

OFFICE COMMUNICATOR

3.1. Introduction. Office Communicator 2007 is the client application for real-time (synchronous) communications. It is the user's primary tool for presence and directory information, instant messaging, and audio/video-conferencing. Its intuitive design makes it easy for users to communicate with features like Communicator Call and also has the ability to shift conversations from instant messages to audio or video-conferences on the fly. It helps users control incoming communications with alerts and the ability to manually set their status. Office Communicator 2007 also integrates the entire communications experience throughout Microsoft Office applications. Presence information appears wherever a contact's name appears: in a document workspace, on a SharePoint site, or in an e-mail string.

3.2. Rules and Standards.

3.2.1. Office Communicator will be activated by all ACC users having access to the capability by selecting Start—Programs—Microsoft Office Communicator 2007 R2 and entering user's e-mail address.

3.2.2. Specific business rules for Office Communicator within the command are located at: **https://acc.eim.acc.af.mil/org/ACC/staff/a6/KO/ACC%20EIS%20Governance/Forms/AllItems.aspx**.

3.2.3. Training Link for Office Communicator:

https://acc.eim.acc.af.mil/apps/TrainingHub/Pages/Communicator.aspx

3.2.4. Link to Office Communicator information:

https://acc.eim.acc.af.mil/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2fShared%20Documents%2fHow%20To%27s%20of%20OCS&FolderCTID=&View=%7b950E9EF1%2d860C%2d4AAE%2dBB02%2d00B1CF102114%7d

Chapter 4

EVALUATION MANAGEMENT SYSTEM (EMS)

4.1. Introduction. HAF/A1 and SAF/CIO-A6 announced the PACAF-developed the Evaluation Management System application as the "interim Air Force Military Evaluation Workflow Standard." In addition to declaring EMS as the interim standard, an AF EIS Program Management Office was designated to operate and maintain the Air Force Network EIS-hosted AF EMS instantiation and maintain approved and supported versions for MAJCOM-hosted EMS instances. The Evaluation Management System is a custom enterprise workflow solution designed to assist commanders, supervisors, and others involved in the local routing of officer and enlisted performance reports (PRs) and decorations as outlined in AFI 36-2406, *Officer and Enlisted Evaluation Systems*, and applicable Personnel Services Delivery Guide that leverages the command's hosted instance. The custom EMS application was developed to meet the unique workflow requirements and security permissions inherent to the Officer and Enlisted PR programs and decorations. The goal of EMS implementation is to provide an "interim" AF enterprise solution while the A1 functional community develops requirements for a long-term solution.

4.2. Rules and Standards.

4.2.1. The MAJCOM Directorate of Manpower, Personnel and Services (ACC/A1) and host Force Support Squadron (FSS) Military Personnel Section (MPS) are the functional leads and process owners for base-wide implementation and use. The host MPS will appoint primary and alternate POCs to implement and support the use of EMS. Additionally, specific business rules for end users within the command are located at **https://acc.eim.acc.af.mil/org/ACC/staff/a6/KO/ACC%20EIS%20Governance/Forms/AllItems.aspx**.

4.2.2. Evaluation Management System training guides are provided by Base FSS Lead EMS Site Owners. If requested, ACC CSS will provide training to appointed FSS and CS personnel.

Chapter 5

TASK MANAGEMENT TOOL (TMT)

5.1. Introduction. Task Management Tool manages, tracks, suspenses and provides top-to-bottom visibility of all tasks loaded in TMT. The Task Management Tool is the HQ ACC tasking solution; all unclassified tasks for release by Commander, ACC (COMACC) will be loaded in TMT. The ACC Director of Staff (ACC/DS) is the functional lead for TMT. Directorates/special staff will determine internal policy on tasking within their specific agencies; however, use of TMT is highly recommended.

5.2. Rules and Standards.

5.2.1. **Licenses.** TMT requires a license for those individuals who initiate, manage assignments, and complete taskers on behalf of an organization, as well as search history and view status of taskers. TMT Edge provides a limited functionality for those individuals who only review, answer and close taskers. ACC ensures it does not exceed its authorized number of TMT licenses by managing accounts.

5.2.2. **Accounts**. Each appointed Wing/Directorate TMT POC is responsible for adding and removing their identified users. This POC is also responsible for contacting the ACC CSS at **acc.kosupport@us.af.mil** to request the addition of new members or removal of members who leave ACC. Specific business rules for end users within the command are located at **https://acc.eim.acc.af.mil/org/ACC/staff/a6/KO/ACC%20EIS%20Governance/Forms/AllItems.aspx**.

DAVID C. UHRICH, Brigadier General, USAF
Director of Communications

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 31-401, *Information Security Program Management,* 1 November 2005

AFPD 33-3, *Information Management*, 8 September 2011

AFI 33-129, *Web Management and Internet Use*, 3 February 2005

AFI 33-332, *Air Force Privacy Act Program,* 16 May 2011

AFMAN 33-363, *Management of Records*, 1 March 2008

AFI 36-2406, *Officer and Enlisted Evaluation Systems,* 15 April 2005

Prescribed Forms

This instruction does not prescribe any forms.

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

ACC—Air Combat Command

ACCI—Air Combat Command Instruction

AF—Air Force

AFMAN—Air Force Manual

AFPD—Air Force Policy Directive

AFRIMS—Air Force Records Information Management Systems

DOD—Department of Defense

EMS—Evaluation Management System

EIS—Enterprise Information Services

FSS—Force Support Squadron

HQ—Headquarters

IAW—In accordance with

MPS—Military Personnel Section

NIPRNet—Non-Secure Internet Protocol Router Network

OC—Office Communicator

PII—Personally Identifiable Information

POC—Point of Contact

PR—Performance Review

SIPRNet—Secret Internet Protocol Router Network

SP—SharePoint

Attachment 2

SITE OWNER APPOINTMENT MEMORANDUM TEMPLATE

A2.1. The Attachment is an example of the memorandum appointing primary and alternate EIS SP base site owners.

MEMORANDUM FOR ACC CSS/CC

FROM: _____/____ (Office Symbol)

SUBJECT: Appointment Letter for Primary and Alternate EIS SP Base Site Owner

1. The following personnel are appointed to perform SP Site Owner duties.

Name, Rank (ALPHA Order)	Primary/Alternate	Unit/Office Symbol	Duty Phone	Date Trained

2. The above personnel have reviewed AFI 33-332, paragraph 12.8., as it relates to the posting and protection of Personally Identifying Information (PII).

3. The above personnel have reviewed and understand these instructions on Collaborative Tools.

4. This letter supersedes any previous letters of the same subject.

//signed//
JOHN B. DOE, Colonel, USAF
Commander